

User Testing

Alyssa Vongries Portfolio Website

Summary

Requirements List for Future Iterations

1. Blurry/unreadable images on InkWell page
2. Navigation- contact link function issues
3. Thumbnail issues on Inkwell page
4. Project placeholder
5. InkWell cover/title image unclear
6. InkWell cover/title image unclear
7. Landing page formatting- non-verbal cue issues
8. Spelling errors

Usability Problems and Severity Ratings

1. Blurry/unreadable images on InkWell page severity rating 4

- User opened the artist profile image and they were blurry on the desktop screen. He said that making out the words would be possible, but difficult and that he probably wouldn't bother.
- User opened the Rainbow Spreadsheet and noted that it was too small to even read. He tried to zoom in but that didn't improve the situation.

Recommendation: save the photos in a larger format or source/create higher quality images.

2. Navigation- contact link function issues severity rating 4

- After clicking the "Contact" on the navigation bar, user pointed out that the nav bar switched over to the mobile hamburger menu. She seemed disconcerted.

Recommendation: identify the issue in the code which causes the navigation to revert to the mobile conditions when "contact" is clicked and rectify.

3. Thumbnail issues on Inkwell page severity rating 4

- User thought it was strange that when hovering over the thumbnail images on the InkWell project page, the images floated on top of the nav bar.

Recommendation: identify the issue in the code which causes the thumbnails hover over the navigation bar and rectify.

4. Project placeholder severity rating 4

- User commented that the placeholder project should be added.

Recommendation: create a second showcase project and input it into the website.

5. InkWell cover/title image unclear severity rating 3

- User thought the screenshots were interactive. Without scrolling to see the rest of the page, the user tried to click on the parts of the images. When the images didn't respond, he verified with the proctor that the images were not supposed to be interactive.
- User liked the screenshots in the initial header for InkWell, but wanted to be able to click them and make them bigger. User also thought that the screenshots might be interactive and thought they might need a clearer formatting to make it obvious that they were not interactive. She also noted that it would be cool if they were interactive.

Recommendation: create clearer title image and replace the current one.

6. Resume Button placement issue severity rating 2

- User expected the resume button to be earlier in the "About" page. She looked around the page before scrolling down further. She did find it easily and relatively quickly, but made a comment about expecting it to be a main focus.
- User felt that the resume button was buried

Recommendation: consider moving the resume button nearer to the top of the page and possibly adding a link in the navigation to the resume so it's easier to find.

7. Navigation issue severity rating 2

- When asked to navigate to the resume (which is on the "About" page) from the InkWell project page, user did not know where they were and asked if they were on the "Work" page.
- User didn't understand that the landing page was named "Work" rather than "Home"

Recommendation: consider doing some further user testing to determine why users are confused by the wording of the navigation for the landing page.

8. Landing page formatting- non-verbal cue issues severity rating 2

- User wanted more text size differentiation in the overview between the paragraph and subheading in the "Work" page. He felt that the subheading/introduction being the same size as the rest of the paragraph text made it seem less significant.

Recommendation: increase the size of the introduction text.

9. Modal shortcomings severity rating 2

- User wanted to be able to scroll through all the images once he has clicked on a thumbnail and was viewing the image in the modal.

Recommendation: research further into how to create an option to scroll through the images from the modal.

10. Outline-section links - transition suggestions severity rating 2

- User didn't initially understand the section links in the outline on the InkWell project page. He thought they would be easier to understand if the page scrolled to the section rather than jumping there.

Recommendation: research further into how to add some sort of scrolling transition to links.

11. Landing page layout preferences (desktop) severity rating 1

- User commented that the home/"Work" page was a lot of scrolling and that the page didn't feel cohesive. User thought it might be better if the projects spanned the page horizontally rather than stacking on top of one another.

Recommendation: determine a more streamlines page layout for desktop versions of this page.

12. “About” page layout preferences (desktop) severity rating 1

- User commented that there was too much blank space next to the photo on the “About” page.

Recommendation: wrap the text around the right of the photo on this page for desktop breakpoint.

13. Spelling errors severity rating 0

- User pointed out that some of the project referred to “InkTank” rather than “InkWell” and it confused them.

Recommendation: InkTank was the project brief name. I changed it later in the project. Change all “InkTank” references to “InkWell”

14. Paragraph wrapping/resizing severity rating 0

- User had a strong dislike of the one word by itself on the last line of the paragraph of the intro.

Recommendation: This only occurred because of the specific browser size. If the use had decreased or increased the browser window size, the issue would have resolved itself. Research a way to code a prevention of this?

Usability Test

Goals

User is able to:

- Find designers contact information
- Identify portfolio pieces and easily view them
- Find designers Resume and view/download it
- Find out more about the designers background

Recruitment Criteria:

- **Age:** between 30-50
- **Technological experience:** has competence with technology enough to know how to navigate a website with ease on preferred devices.
- **Job Experience:** ideally has been in a position where they were required to find a person to hire or were on a team to make a decision to hire.

User test:

1. Welcome section
2. Personal questions
3. Scenarios
4. Open Questions

1. Welcome Section:

“Hi, My name is Alyssa Vongries, I’m a User Experience Designer and the session I’ll be guiding you through today’s test for my portfolio website.

I want to thank you in advance for your help, the results of this test will help me improve my site! I’m conducting this test to get some genuine feedback for how my portfolio website works, so please be as honest as possible. The content and copy aren’t entirely complete, so if you see some missing text or placeholder text, feel free to point it out, but know that is to be expected.

You can’t do or say anything wrong during this session, this is to test the website, not you. Any issues you have help me identify improvements which can be made.

Okay, I’m going to run you through what we’ll be doing today.

First, I’m going to ask a few questions about you. Then, I’m going to give you four scenarios. Each scenario will give you a task to complete. After completing the tasks, I will ask you a few questions about your experience with the website.

As you go through the task, I’d like you to narrate what you’re thinking and why you’re deciding to click or move around the site. This will help me understand where you expect things to be and why. If you have any questions at any time during this process, please feel free to ask them.

With your permission, I would like to record this session. The recordings will only be used for my own personal analysis and will not be released to anyone else or used for any other purpose than to improve my portfolio website.

Any questions before we continue?”

[start recording]

2. Personal/ background questions

What devices do you typically use?

Which device do you use most often?
How would you describe your competency with technology?
Have you ever hired someone?

3. Scenarios

Starting scenario:

You're a recruiter for a product design firm and you're looking for a new user experience designer to add to your team. You've found the portfolio site of Alyssa Vongries and you want to find out more about her to determine if she'd be a good fit for the opening.

Scenario 1: You've clicked the link and now you're on the landing page of Alyssa's portfolio website. Describe your first impressions about the page and the visual elements.

Scenario 2: You want to take a look at Alyssa's project InkWell to get a feel for her capabilities. How would you find out more information about the project?

Scenario 3: Now that you've gotten a feel for her portfolio pieces, you want to look at Alyssa's education and experiences. Where would you find her resume?

Scenario 4: You think Alyssa might be a good fit for your open position and would like to get in touch with her. Where would you go to find her contact information?

4. Open Questions

- In general, did you feel like you knew where you were while navigating the website, or did you feel lost? If you felt lost, can you describe when you felt lost?
- Was there anything you particularly liked or disliked about the website?
- Do you feel like there's something missing from the website? If yes, what?
- Do you have anything else you'd like to add?

Participant 1: Adam

- Male, 42
- Uses phone, tablet and desktop (in that order)
- Rates technology use at a 6/10
- Has been responsible for hiring people on numerous occasions (for non-corporate positions)

	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	-	-	Needed a little prodding to find the resume. Thought the question was just about finding out more about me.	-
Help needed	*Yes	*Yes	-	-
Murmurings of Discontent	-	-	-	-
How many tries	1	1	1	1
How long	1min 3sec	7sec	10sec	6sec

*Comments/Murmurings of discontent:

Scenario 1:

- Wanted more text differentiation in the overview
- "I like the color scheme and the layout is cool"

Scenario 2:

- "I really like how you did this. Visually it's easy to look at, [it] gives me all the information. I can grasp what you're trying to get at pretty quickly, nice work"
- Commented that the artist profile images were blurry.
- Pointed out that the Rainbow Spreadsheet was not legible.

- In general, did you feel like you knew where you were while navigating the website, or did you feel lost? If you felt lost, can you describe when you felt lost?
 - "Made sense to me and I was zooming around on it"
- Was there anything you particularly liked or disliked about the website?
 - "The one thing I disliked was this [opening intro paragraph] being too tiny. Seems like you're trying to be small"
 - The blurry pictures
- Do you feel like there's something missing from the website? If yes, what?
 - Felt like it would be better if he could scroll through all the images after pulling them up (wish that it had a Lightbox situation).
- Do you have anything else you'd like to add?
 - "nope"

Participant 2: Kelly

- Female, 40
- iPhone, Macbook Air, and iPad- but would only use a laptop to look through a portfolio site/resume
- “Ehh” -can do all basic things required for a non-IT related desk job
- Has hired for corporate positions

	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	-	-	Expected resume to be on the InkWell page	-
Help needed	-	-	-	-
Comments	Yes*	Yes*	-	-
How many tries	1	1	2	1
How long	44sec	4sec	15sec	4sec

***Comments/Murmurings of discontent:**

Scenario 1:

- Drives her crazy that there’s one word hanging at the bottom of the intro

Scenario 2:

- Asked if the pictures were screenshots. Seemed unsure if she could click on it. Wanted to be able to click on them and make them bigger.

- In general, did you feel like you knew where you were while navigating the website, or did you feel lost? If you felt lost, can you describe when you felt lost?
 - “I knew where I was, I was just expecting the resume to be earlier because I’m here to learn about you.”
- Was there anything you particularly liked or disliked about the website?
 - “I really liked the pictures, they’re cool”
 - “I like how I can click on it [the links inside InkWell] and it takes you right there”
- Do you feel like there’s something missing from the website? If yes, what?
 - “Nope, I don’t think so”
- Do you have anything else you’d like to add?
 - “Nope, I don’t think so”

Participant 3: Brian

- Male, 50
- iPhone and Dell laptop, but uses laptop exclusively for anything other than texting and making calls.
- “minimal” - regularly uses laptop for business purposes (e-mail, quickbooks, etc.)
- Has directly hired people- he is a business owner

	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	-	Thought he might be able to interact with the screen shots	Thought Skills/ Tools would be linked like the outline was because of the bullets.	-
Help needed	-	-	-	-
Comments	Yes*	Yes*	Yes*	-
How many tries	1	1	1	1
How long	2min 42sec	3sec	1 min 45sec	9 sec

*Comments/Murmurings of discontent:

Scenario 1:

- Thought the navigation bar was too thick (tall)
- Couldn't read the logo (place holder) until reading the opening of the page
- Thought the first page was a lot of scrolling
- Said the page didn't feel cohesive
- Thought it might look better if the projects spanned the page horizontally

Scenario 2:

- Thought the linking in the outline to the page sections would be easier to understand if the page quickly scrolled to the section rather than jumping there.
- “clarity and colors [of the images] are awesome”

Scenario 3:

- Didn't know if the InkWell Project page fell under “Work” or not.
- Tons of blank space next to the photo
- Thought the resume button seemed buried

- In general, did you feel like you knew where you were while navigating the website, or did you feel lost? If you felt lost, can you describe when you felt lost?
- Was there anything you particularly liked or disliked about the website?
 - “I liked that I could find the contact information on the homepage”
 - “I always like for there to be multiples ways for me to get anywhere I'm going”
- Do you feel like there's something missing from the website? If yes, what?
 - “I wonder is the resume buttons should be a constant link on every page” (like up in the nav bar)

- Do you have anything else you'd like to add?

Participant 4: Ned

- Male, 32
- Desktop and phone
- “Pretty proficient”
- Has helped hire for corporate positions

	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	-	-	-	-
Help needed	-	-	-	-
Murmurings of Discontent	-	*Yes	*Yes	-
How many tries	1	1	1	1
How long	1min 2sec	7sec	28sec	5sec

***Comments/Murmurings of discontent:**

Scenario 2:

- Thought it was strange that the images floated above the nav bar while hovering over them.
- “Is that supposed to say InkTank? Is that a different thing?”

Scenario 3:

- “Makes sense that it would be there”

- In general, did you feel like you knew where you were while navigating the website, or did you feel lost? If you felt lost, can you describe when you felt lost?
 - “No, it was fine”
- Was there anything you particularly liked or disliked about the website?
 - “I liked the color scheme and the layout. It seemed balanced- the pictures didn’t overwhelm the text”
- Do you feel like there’s something missing from the website? If yes, what?
 - “I mean, probably you should add that other project - but other than that, no”
- Do you have anything else you’d like to add?
 - “No”

Participant 5: Becca

- Female, 30
- Desktop and phone
- Can complete all regular non-IT desk job tasks (including specialized software for her position)
- Has helped hire for corporate positions

	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	-	-	-	-
Help needed	-	-	-	-
Murmurings of Discontent	-	-	-	*Yes
How many tries	1	1	1	1
How long	50sec	3sec	12sec	4sec

***Comments/Murmurings of discontent:**

Scenario 4:

- “Why did the menu change? I’ve never seen something do that before.”
- In general, did you feel like you knew where you were while navigating the website, or did you feel lost? If you felt lost, can you describe when you felt lost?
 - ‘I didn’t immediately understand that “Work” was home. I feel like it would make more sense if you called it “Home” instead.’
- Was there anything you particularly liked or disliked about the website?
 - “I thought it was good. Straight forward”
 - “As stated before, the menu looked weird when I went to the contact information.”
- Do you feel like there’s something missing from the website? If yes, what?
 - “Not that I can think of.”
- Do you have anything else you’d like to add?
 - “Not that I can think of.”